



VACANCY ANNOUNCEMENT

The Department of Health has a career opportunity for qualified candidates for the following position:

Title Information Technology Specialist [Classified Non-Competitive]			Salary P21 \$51,529.95-\$72,953.46
Posting Number 140-17	Position Number 952477	Number of Positions 1	Posting Period * From: 8/9/2017 To: 8/23/2017
Location: OITS 25 South Stockton Street, 4th Floor, Trenton			Scope of Eligibility/Open to: Applicants who Meet the Requirements
GENERAL DESCRIPTION			
<p>Installs and configures Information Technology equipment including printers, desktop workstations, laptops, scanners and audio/video systems. Answer inquiries and resolve computer, network, and application and Internet connection issues via phone, e-mail, and remote connection or in person; walk user through problem-solving process. Coordinate all computer installs and configurations and provide direct hands on support to the users in resolving issues with computer software, hardware, printer, application and network; perform desktop imaging, deployment of computers and computer drive encryption. Resolve issues including hard drive failure, software functionality, system upgrades, password resets, account setups and connectivity issues. Repair, replace, and install hard drive, memory, power supply, keyboard, mouse, monitor, video graphic card, network card, and CD/DVD drive. Perform upgrade of hardware to include memory, and installation of video and network interface cards. Install and configure workstation, network operating systems, and applications software on system device. Troubleshoot and correct software problems to include resolving conflicts between applications, hardware and/or device conflicts and operating system faults and printers. Manage day-to-day administration functions utilizing Active Directory to facilitate password resets, address log-in issues and manage user access. Add and remove computers from New Jersey Department of Health domain. Provide assistance and training to end users on the use of departmental software and peripherals needed to perform services. Troubleshoot, setup, replace, repair and support everything that is computer-related from fixed devices to mobile devices. Keep sensitive data off computers by securely removing or destroying data that is no longer required for business purposes. Verify access and file permission with Manager to prevent unauthorized users access to sensitive data. Activate and troubleshoot Phone devices to allow users to access e-mail, calendar, and the Internet while mobile; refer to Phone Administrator if needed. Test and troubleshoot email issues and rules. Setup laptops, projectors and screen, conference phones, wired/wireless connection and printers for web conferences, conference calls and senior level management meetings. Perform and assist the Network Security unit in assuring that equipment is set up in accordance with Departmental security standards. Provide technical support and troubleshoot connectivity and access issues on critical approved applications. Install Encryption Plug-In.</p>			
REQUIREMENTS (EDUCATION / EXPERIENCE / LICENSES)			

EDUCATION: Graduation from an accredited college or university with an Associate's degree in Computer Science or Computer/Information Technology.

EXPERIENCE: One (1) year of experience in at least one of the following areas: the design and preparation of programs for electronic data processing utilizing current operating systems, modification of systems software and multiprogramming technology; or the development, maintenance, or installation of application programs; or in performing technical support functions within a direct access device environment, or the development, implementation, and maintenance of multi-network, multi-user Local Area Networks (LAN), Metropolitan Area Networks (MAN), and/or Wide Area Networks (WAN) environment.

Note: Technical support functions include experience in resolution of online production and/or communications network problems, and/or code modification, testing, and debugging of program modules in an online environment, and/or space allocation and control of direct access storage devices (DASD management).

Note: A Bachelor's or Master's degree in Computer Science may be substituted for one (1) year of indicated experience.

NOTE: A general Bachelor's degree from an accredited college or university may be substituted for the Associate's degree.

SPECIAL NOTE ON SUBSTITUTING EXPERIENCE FOR EDUCATION

Experience in the study of work methods/processes, analysis of varied types of data, design and preparation of systems/programs, operation of multiprogramming computer systems and work in the data processing support areas of input/output control or reliability support may be substituted for the required education on a year-for-year basis with thirty (30) semester hour credits being equal to one (1) year of experience.

NOTE: Evidence of formal training in Computer Science/Information Technology received at an accredited institution may be submitted with your application for evaluation by the Department of Personnel for possible credit. These training courses will be examined to see how they compare, both in hours/content, to college courses to which they equate, sixteen (16) training hours being equal to one (1) college credit. In house training courses will not be accepted as meeting this criterion; thus, they will not be evaluated.

LICENSE: Appointees will be required to possess a driver's license valid in New Jersey only if the operation of a vehicle, rather than employee mobility, is necessary to perform the essential duties of the position.

IMPORTANT FILING INSTRUCTIONS

If interested in this position, you can reply in one of two ways:

- Forward the required documents electronically to:

PSTMA@doh.nj.gov

- Mail the required documents to:

**Jill Velez, Executive Assistant 3
Management and Administration
Reference Posting #140-17
New Jersey Department of Health
PO Box 360
Trenton, NJ 08625-0360**

Required documents:

- cover letter
- resume
- State of NJ Employment Application
(nj.gov/health/forms/dpf-663.dot).

** Responses received after the closing date MAY be considered if the position is not filled.*

- *Newly hired employees must agree to a thorough background check that will include fingerprinting.*
- *If you are a candidate for a position in our Public Health and Environmental Laboratories, you may be subject to pre- and /or post-employment alcohol and drug testing.*
- *In compliance with federal law, all persons hired will be required to verify identity and eligibility to work in the United States and to complete the required employment eligibility verification form upon hire.*
- *In accordance with N.J.S.A. 52:14-7, the "New Jersey First Act", all employees must reside in the State of New Jersey, unless exempted under the law. If you do not live in New Jersey, you have one year after you begin employment to relocate your residence to New Jersey.*